



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending March 31, 2006

| Performance Data | January | February | March | Quarterly Average |
|--|----------------|-----------------|--------------|--------------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| C. Repair Office Answer Time [730.510(b)(1)] | 10.00 | 5.00 | 5.00 | 6.67 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 106.00 * | 108.00 * | 55.00 | 89.67 * |
| E. Percent of Service Installations [730.540(a)] | 99.53% | 93.48% | 91.30% | 94.77% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 97.78% | 100.00% | 100.00% | 99.26% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.40 | 1.50 | 1.70 | 1.53 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 6.56% | 10.77% | 12.33% | 10.05% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 1.87% | 4.35% | 8.70% | 4.97% |
| J. Missed Repair Appointments [730.545(h)] | 7 | 7 | 0 | 5 |
| K. Missed Installation Appointments [730.540(d)] | 1 | 3 | 0 | 1 |

Comments



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